

FIG. 1

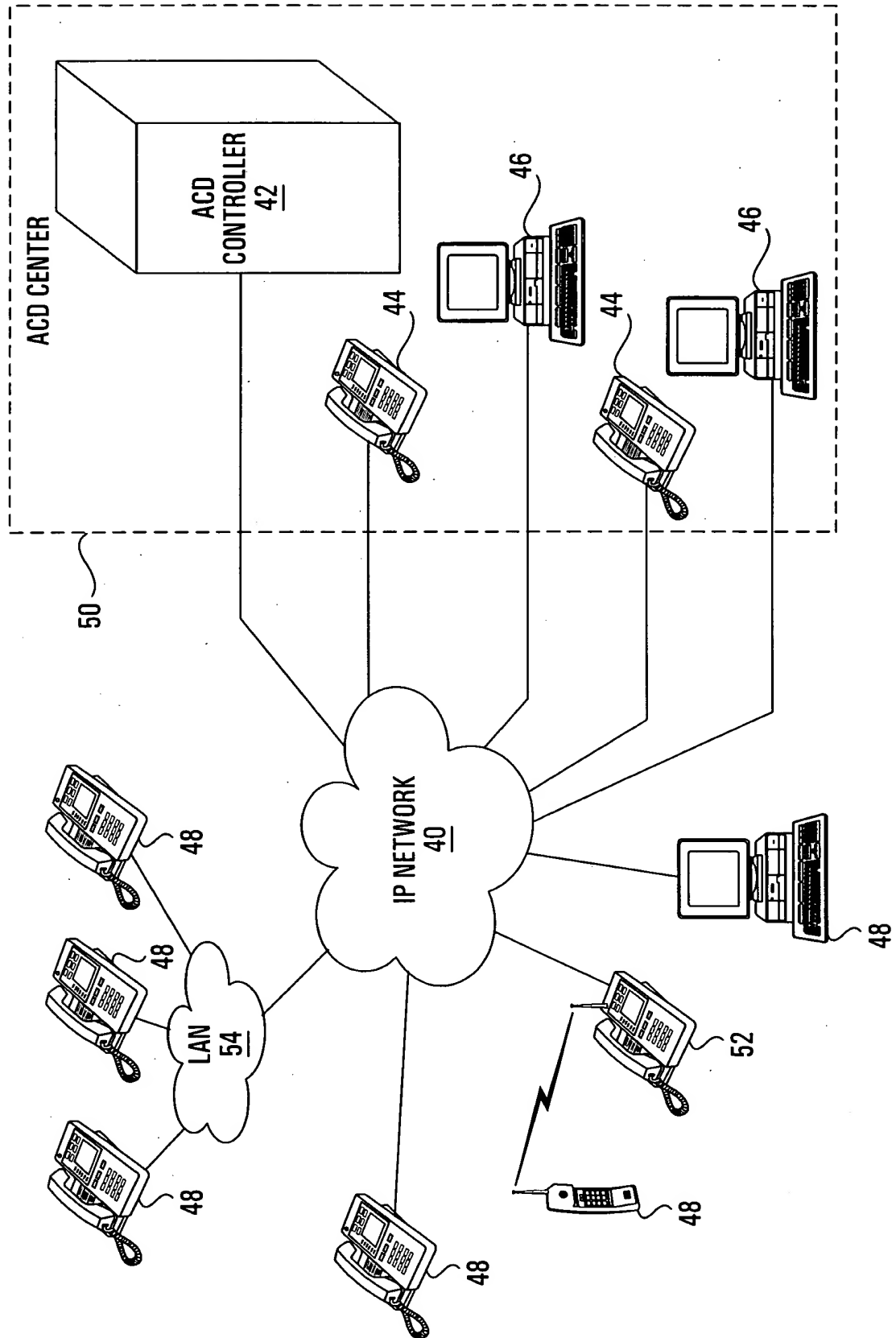


FIG. 2

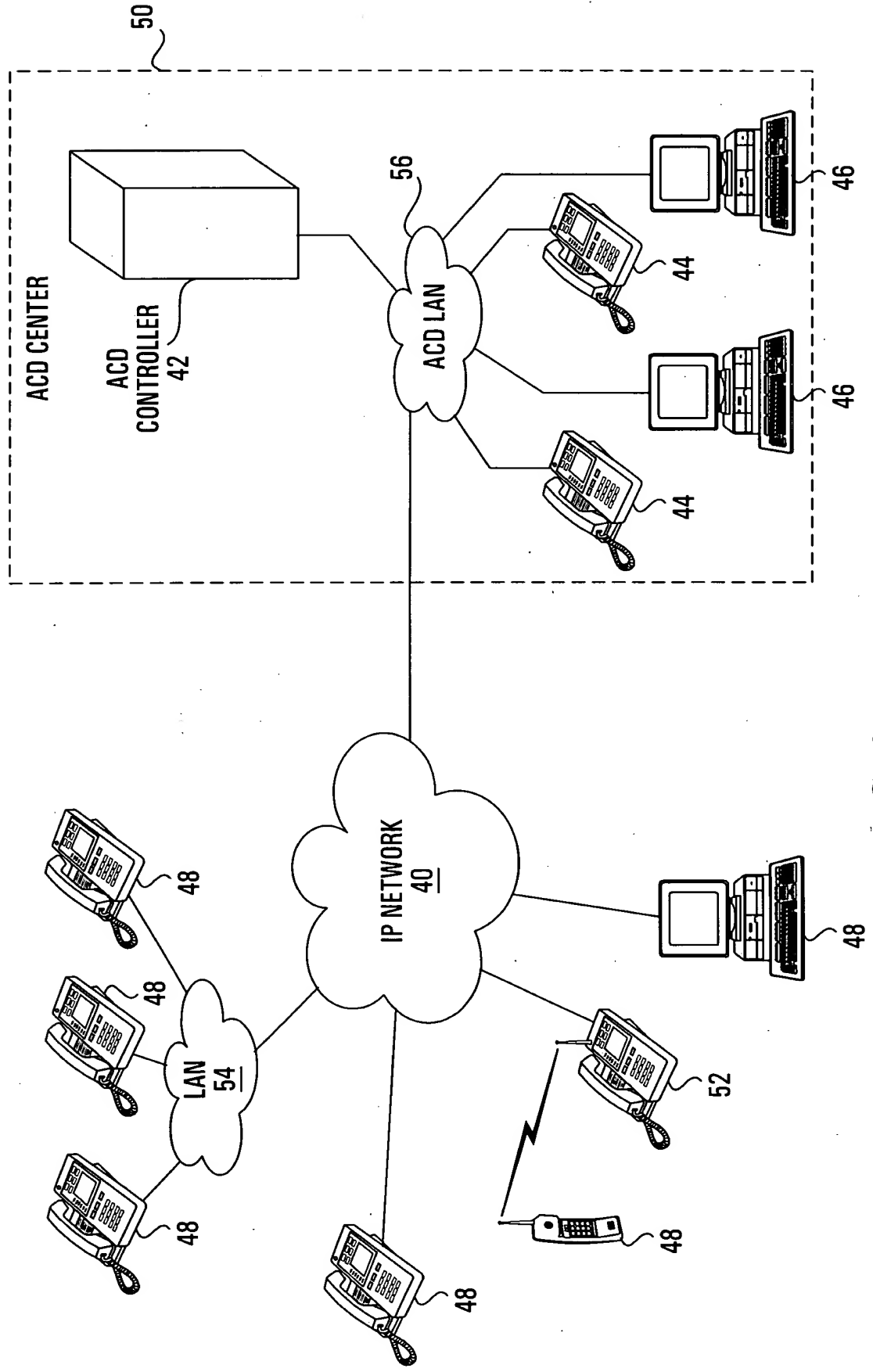


FIG. 3

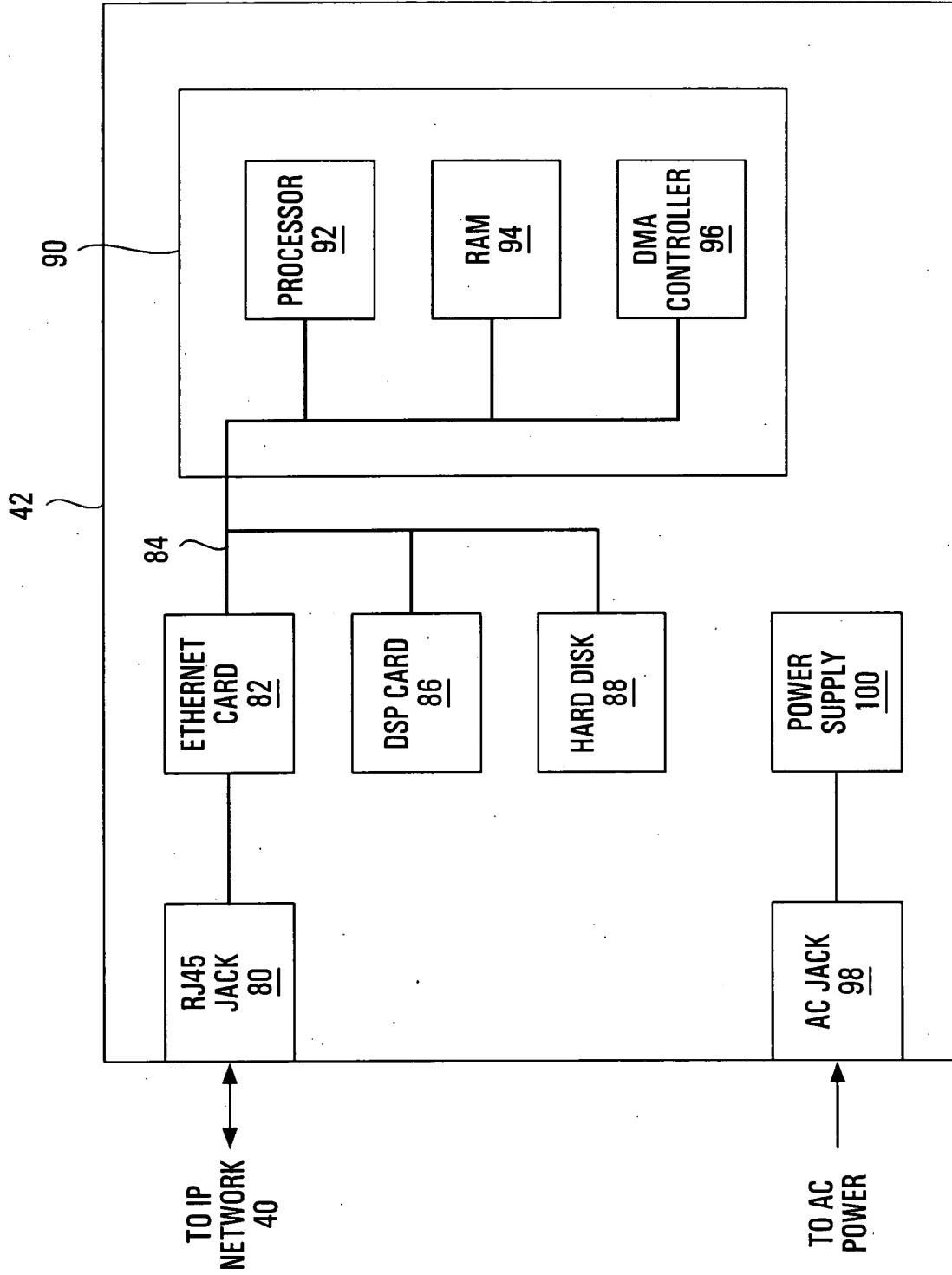


FIG. 4

APPLICATION LAYER (L7)	<table><tr><td>AUDIO CHANNEL</td><td colspan="4">VOICE OVER IP CALL SIGNALING AND CALL CONTROL</td><td>REMOTEUI APP</td><td>WEB SERVER</td></tr></table>						AUDIO CHANNEL	VOICE OVER IP CALL SIGNALING AND CALL CONTROL				REMOTEUI APP	WEB SERVER
AUDIO CHANNEL	VOICE OVER IP CALL SIGNALING AND CALL CONTROL				REMOTEUI APP	WEB SERVER							
PRESENTATION LAYER (L6)	G.711 G.729 G.723	H.225.0 TERMINAL TO GATEKEEPER SIGNALING		H.225.0 CALL SIGNALING		XCONTROL PROTOCOL	HTTP						
	RTP	RTCP		RAS									
SESSION LAYER (L5)													
TRANSPORT LAYER (L4)	USER DATAGRAM PROTOCOL (UDP)			TRANSMISSION CONTROL PROTOCOL (TCP)									
NETWORK LAYER (L3)	INTERNET PROTOCOL (IP)												
DATA LINK LAYER (L2)	ETHERNET HARDWARE DRIVERS												
PHYSICAL LAYER (L1)	ETHERNET												

FIG. 5

## OPERATION AT ACD CONTROLLER

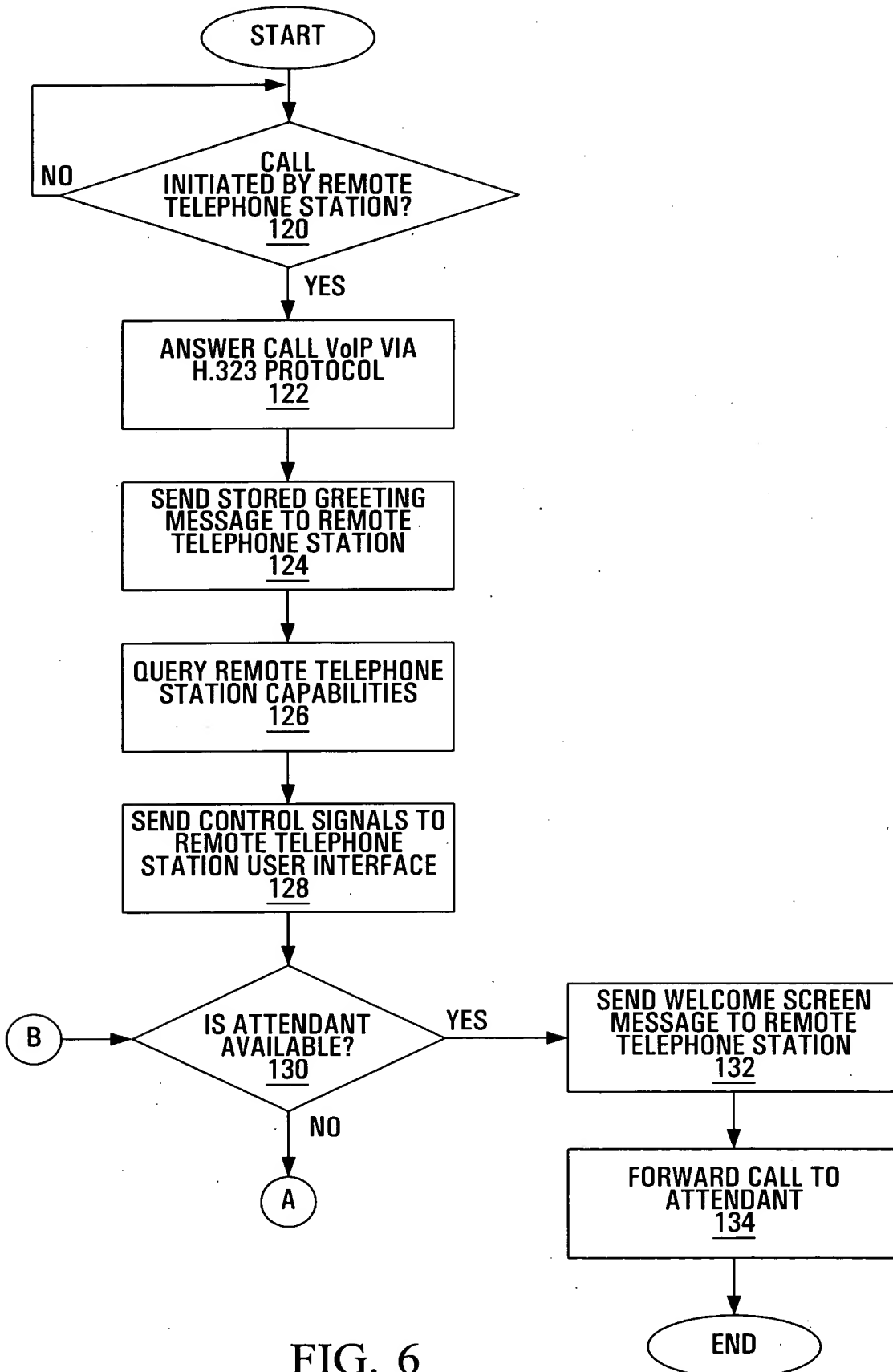
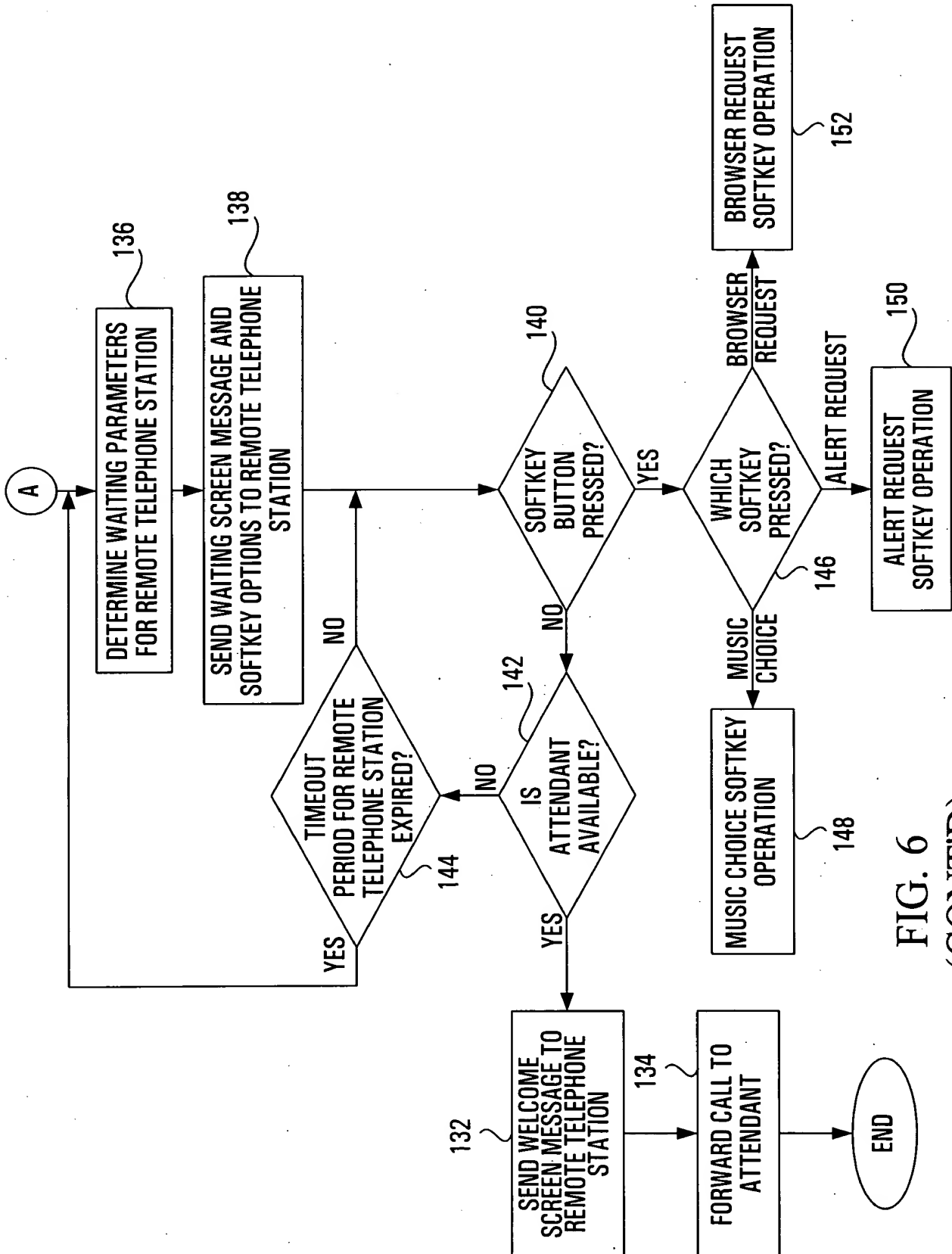


FIG. 6

FIG. 6  
(CONT'D)

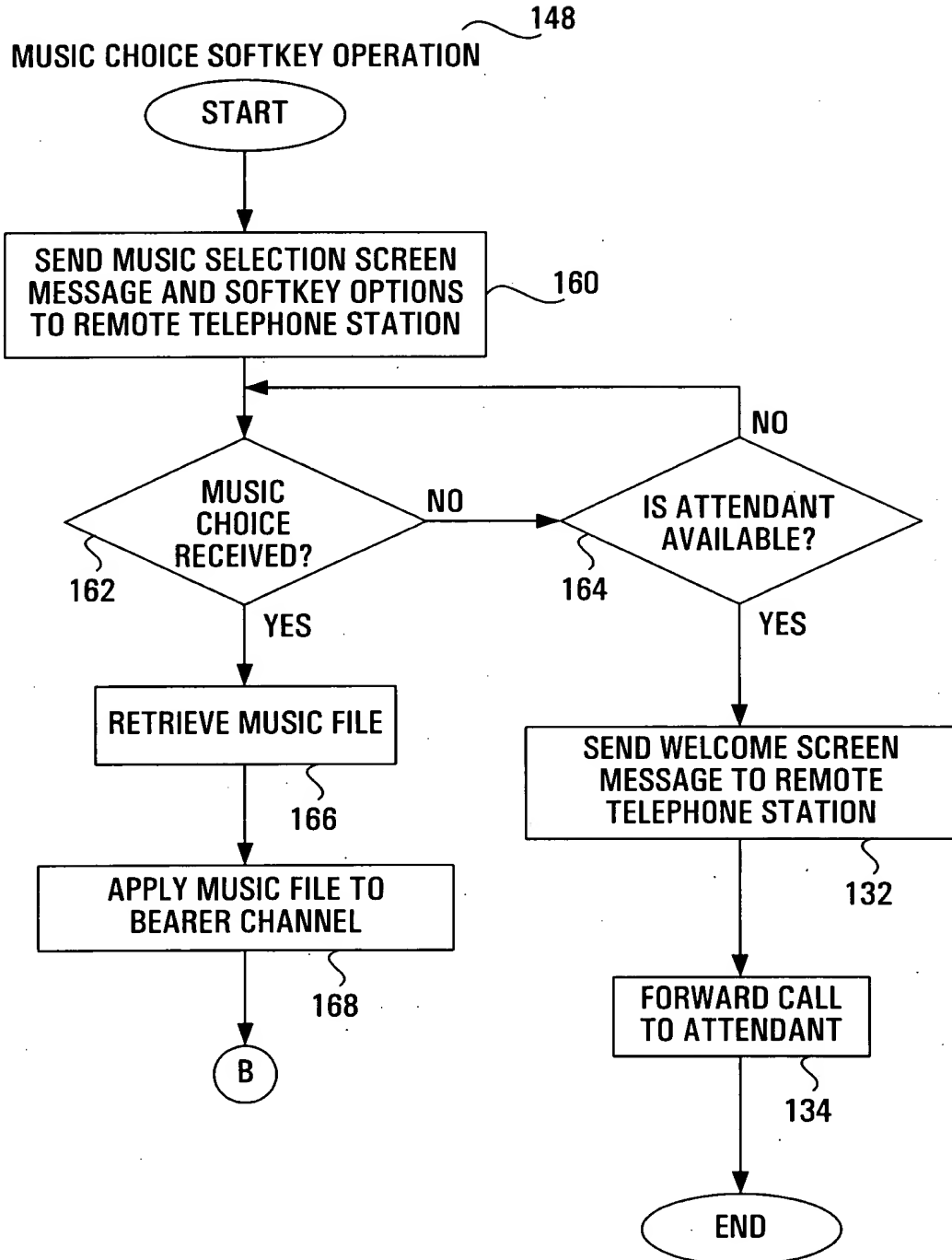


FIG. 7



9/11

# ALERT REQUEST SOFTKEY OPERATION 150

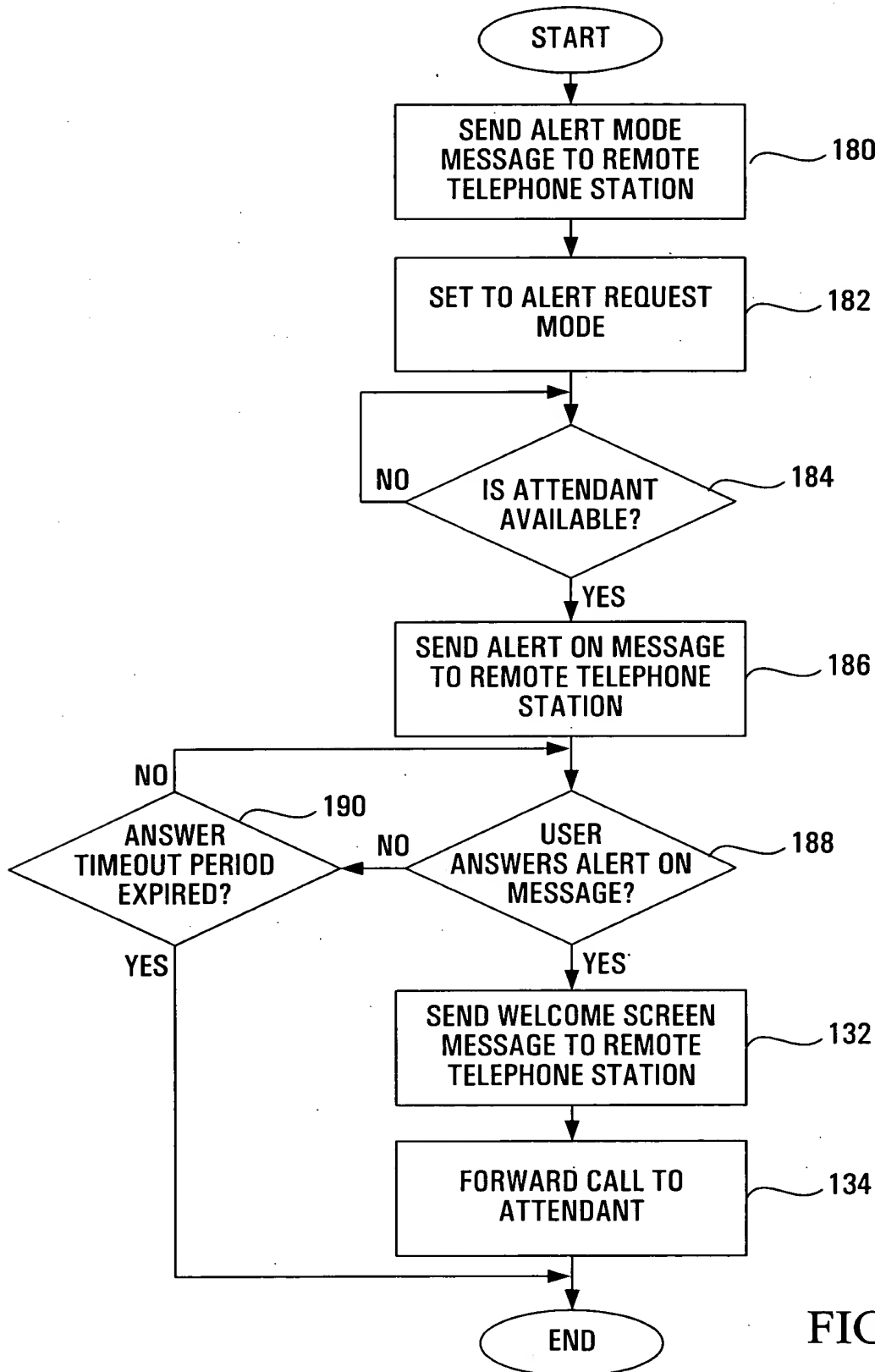


FIG. 8

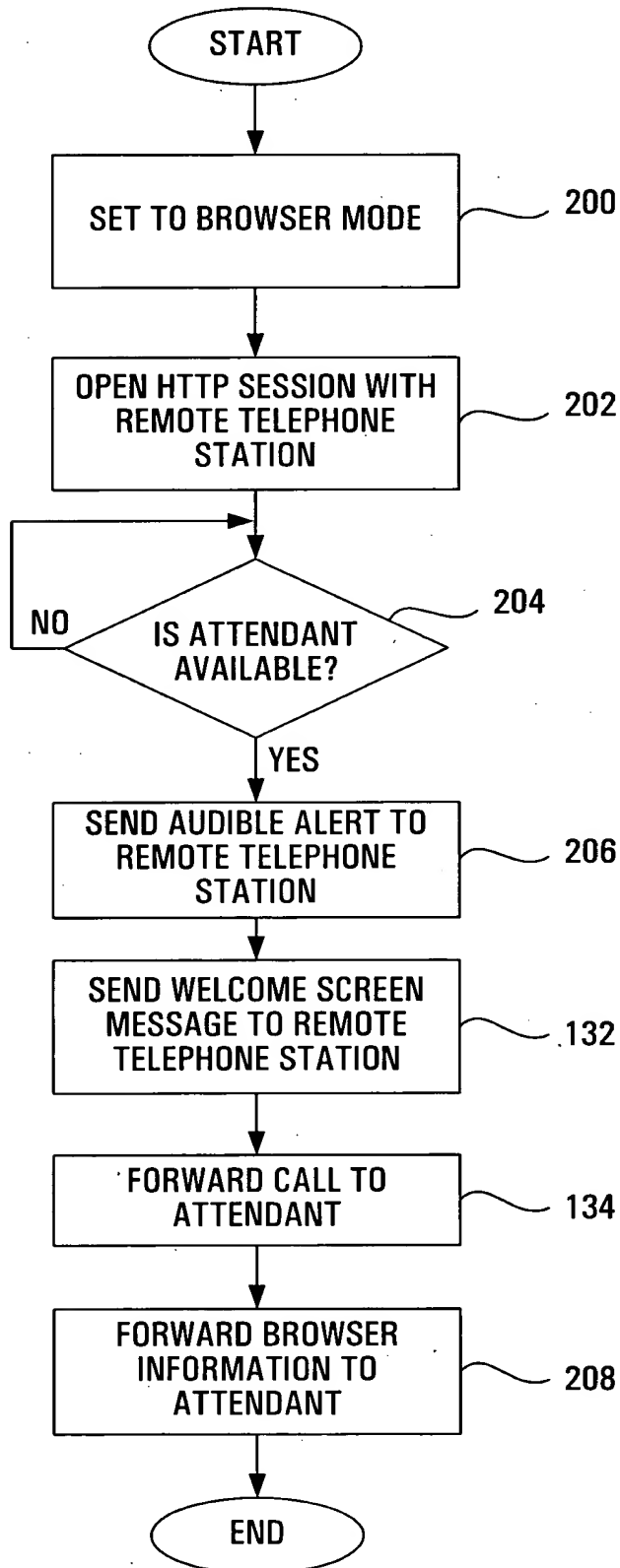
BROWSER REQUEST SOFTKEY OPERATION 152

FIG. 9

11/11

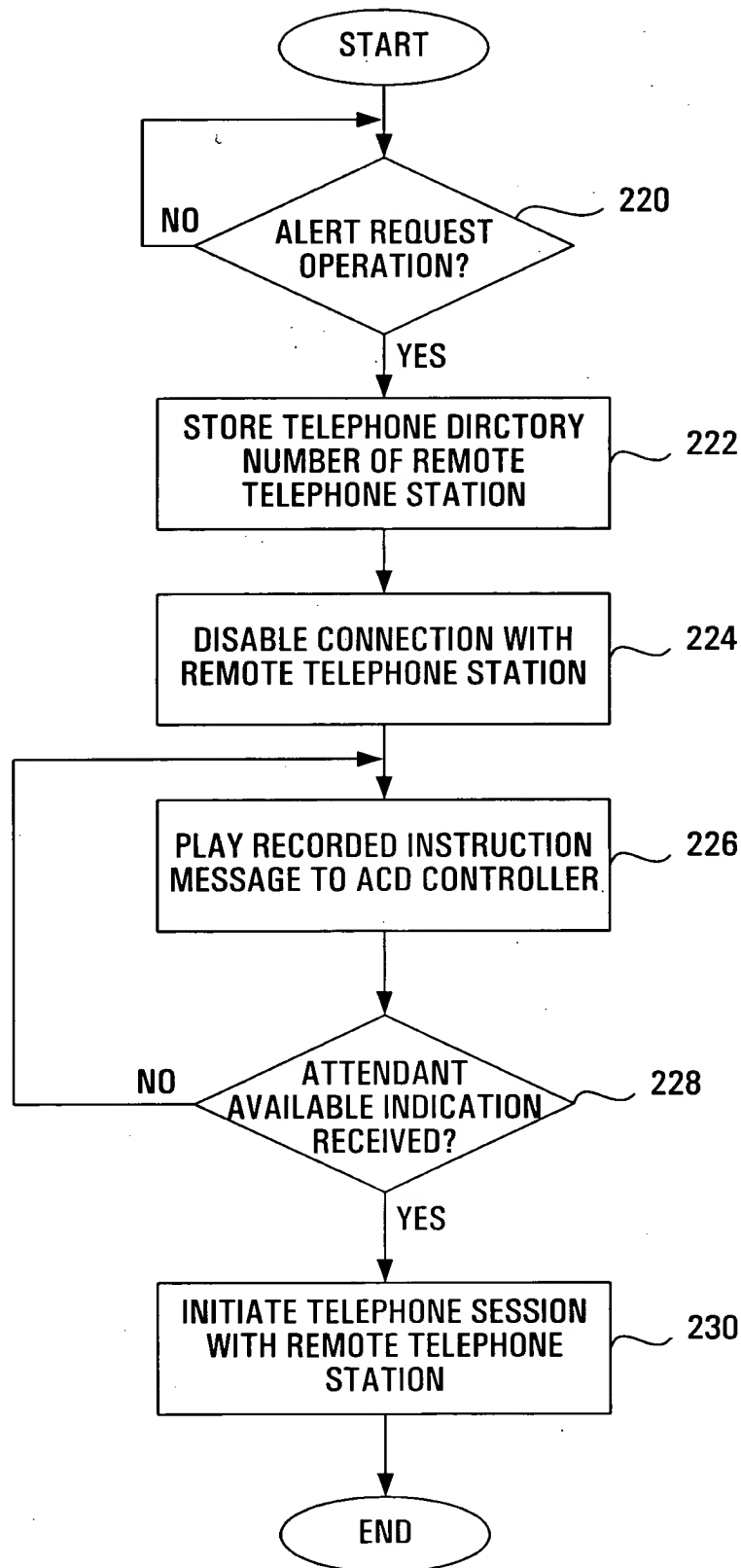


FIG. 10